

Linking Technology With Customer Service

Presented By

Rob Nease

Interstate Worldwide Relocation

Transportation / Relocation Companies are using the internet to enhance customer service

Who Benefits?

- Transportation Offices
- Transferees
- Service Partners

Transportation Offices

Provides thorough program oversight at the touch of a mouse

- Simple order initiations
- Detailed Shipment Information
- Management Reports
- Other tools
- Immediate updates 24/7 Access

Transportation Offices

Simple Order Initiation

Initiate New Order for: - **GSA House Account**

Shipment Type:

Last Name- First Name- SOC SEC#

GBL/CBL- Accounting# Appropriation#

Travel Auth# Auth Weight- Est Weight-

Requested Load Date- (MMDDYY) Carrier Preference-

ORIGIN:

Street- APT-

City- St- ZIP- CN-

Tel: Home- Work- Ext- Duty- Ext-

Email-

DESTINATION:

Street- APT-

City- St- ZIP- CN-

Tel: Home- Work- Ext- Duty- Ext-

Email-

Remarks: (10 line limit please)

If you have any questions or comments, please contact us at 1-800-999-1001 ext 145
or via email at GSAMGT@invan.com

Transportation Offices

Detailed Shipment Information

← → × [Icons] Main_Menu **Shipment Info** [Icons]

| Go Back | | Mgmt | | Storage | | Billing | |
|------------------------|--|----------------------|------------------|-------------------------|--------------|----------------|--------------|
| Submitted by: | Laverne Sims | Move Manager: | CARMEN SEMINARIO | | | | |
| Move Type : | Inter HHG | GBL Number : | NO1363HQ | | | | |
| Trave Auth# : | | Accounting# : | | | | | |
| Trans Provider: | <u>UNITED VAN LINES</u> | | | Appropriation# : | | | |
| DATES: | | | | | | | |
| | Sched | Spread | Actual | | SIT | Weights | %diff |
| Survey | 06/18/03 | | 06/18/03 | IN | 06/21/03 | Order | 6,000 |
| Pickup | 06/20/03 | | 06/20/03 | EXP | 09/18/03 | Survey | 6,000 |
| Delivery | 06/20/03 | 06/27/03 | 07/01/03 | OUT | 07/01/03 | Actual | 2,860 -52 |
| ORIGIN: | | | | | | | |
| Street- | 100 ALLANDALE STREET | | | Tel: Home- | 617-699-5119 | | |
| APT- | | | | Work- | | | |
| City- | JAMAICA | | | Duty Station- | | | |
| St/CN- | MASSACHUSETTS ZIP- 02130 | | | Email- | | | |
| DESTINATION: | | | | | | | |
| Street- | 2360 VIETCH STREET | | | Tel: Home- | | | |
| APT- | 209 | | | Work- | | | |
| City- | ODENTON | | | Duty Station- | | | |
| St/CN- | MARYLAND ZIP- 22306 | | | Email- | | | |
| DATE | ***** REMARKS ***** | | | | | | |
| 06/18/03 | Customer has extra pick-up at 28 Granite Street, Norwood, MA 02062 (authorized); may need storage at destination; up to 90 days authorized; phone survey authorized due to short fuse; Request you use Rudy at Suddath Relocation 410-266-6511. GBL# 1363HQ300025H | | | | | | |

Transportation Offices

Detailed Shipment Information

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Main_Menu

Move Management

Transferee: YAKLIN, LORI
Order Number: 2270966

[Go Back](#) [Gen Info](#) [Billing](#)

| | | |
|-------------------------|----------|--|
| Move Manager | | CARMEN SEMINARIO |
| Order Received | 07/26/02 | |
| Initial Call | 07/29/02 | ENTITLEMENTS COUNSELING DONE |
| Welcome Packet | 07/29/02 | PACKET SENT |
| Survey Scheduled | 08/05/02 | SURVEY RECEIVED |
| Estimated Weight | 12,000 | |
| Transportation Provider | STVL | STARCK VAN LINES |
| Carrier Ref NO. | 545125 | |
| Pre Pack Call | 08/01/02 | ETA GIVEN TO CUSTOMER |
| Pack Day Call 1 | 08/01/02 | PACKING GOING WELL, PER CUSTOMER |
| Pack Day Call 2 | 08/01/02 | N/A |
| Load Day Call | 08/01/02 | SHIPMENT HAS LOADED TODAY |
| Put in Storage | | |
| Out from Storage | | |
| Pre Delivery Call | 08/05/02 | ETA GIVEN TO CUSTOMER FOR DELIVERY |
| Delivery Day CALL | 08/05/02 | SHIPMENT DELIVERED TO RESIDENCE TODAY |
| Post Move CALL | 08/13/02 | LM FOR WEEK AFTER CALL. UNABLE TO REACH CUSTOMER |

Transportation Offices

Management Reports

Enables Agency/Customer to manage without getting caught up in the daily rigors.

- Program oversight
- Planning / Budgeting
- Vendor Management
- Year End Analysis

Transportation Offices

Management Reports

| GSA Move Management System | | | | | | | | | | | | | |
|--|-----|-------------|---------------|------|----------|----------|-----------|--------|----------|-----------------|----------|---------------|---------|
| GSA House Account | | | | | | | | | | | | | |
| Billing Summary | | | | | | | | | | | | | |
| Pickup dates between: 01/01/2001 thru 12/31/2099 | | | | | | | | | | | | | |
| Carrier: ALL | | | | | | | | | | | | | |
| Actual Weights from 0 to 99,999 | | | | | | | | | | | | | |
| Main Menu | | | | | | | | | | | | | |
| Transferee | TA# | Pickup Date | Delivery Date | TP | GBL | Est Wght | Actl Wght | % Diff | Est Cost | Carrier Invoice | SIT Cost | Pre Pay Audit | Savings |
| BETHANEY, ELIZABETH | | 06/20/03 | 07/01/03 | UVLN | NO1363HQ | 6000 | 2860 | -52 | 4,646 | | | | |
| GUEBRA, TESSEMA | | 07/01/03 | 07/03/03 | ALLV | GP016279 | 5600 | 4900 | -13 | 2,579 | 2,165 | | 2,165 | |
| MURRAY, BRANDISS | | 07/31/02 | 08/07/02 | STVL | PP855724 | 4200 | 2580 | -39 | 2,777 | 2,692 | | 2,692 | |
| McCracken, Steve | | 12/31/02 | 01/25/03 | ARPV | N0011170 | 11500 | 10080 | -12 | 8,391 | 10,265 | 3,048 | 10,265 | |
| YAKLIN, LORI | | 08/01/02 | 08/05/02 | STVL | YAKLIN | 12000 | 13000 | 8 | 7,554 | 8,587 | | 8,470 | 116 |
| TOTALS | | | | | | | | | \$25,947 | \$23,711 | \$3,048 | \$23,594 | \$116 |

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or via email at GSAMGT@nvan.com

Management Reports

| GSA Move Management System | | | | | | | | | | | | | |
|--|------|---------------|-----------------|----------|------------|-------------|-----------------|--------------|-------------|-------|-------------|-------------|------------|
| GSA House Account | | | | | | | | | | | | | |
| Shipment Summary Report | | | | | | | | | | | | | |
| Registration Date Range: 01/01/2001 - 12/31/2099 | | | | | | | | | | | | | |
| Carrier: ALL | | | | | | | | | | | | | |
| Mileage: 0 - 9,999 | | | | | | | | | | | | | |
| Weight: 0 - 99,999 | | | | | | | | | | | | | |
| Main_Menu | | | | | | | | | | | | | |
| | | | Delivery Spread | | | | | | | | | | |
| Name | TP | Actual Pickup | Begin | End | Storage In | Storage Out | Days in Storage | Del. to Res. | Act. Weight | Miles | Cost | Claim Filed | Claim Paid |
| BETHANEY, ELIZABETH | UVLN | 06/20/03 | 06/20/03 | 06/27/03 | 06/21/03 | 07/01/03 | 11 | 07/01/03 | 2860 | 423 | \$.00 | \$.00 | \$.00 |
| GUEBRA, TESSEMA | ALLV | 07/01/03 | 07/02/03 | 07/03/03 | | | | 07/03/03 | 4900 | 510 | \$2,165.77 | \$.00 | \$.00 |
| MURRAY, BRANDISS | STVL | 07/31/02 | 08/05/02 | 08/06/02 | 08/06/02 | 08/07/02 | 2 | 08/07/02 | 2580 | 538 | \$2,692.83 | \$.00 | \$.00 |
| McCracken, Steve | ARPV | 12/31/02 | 01/02/03 | 01/03/03 | 01/06/03 | 01/25/03 | 20 | 01/25/03 | 10080 | 286 | \$10,265.47 | \$.00 | \$.00 |
| YAKLIN, LORI | STVL | 08/01/02 | 08/05/02 | 08/06/02 | | | | 08/05/02 | 13000 | 597 | \$8,470.87 | \$.00 | \$.00 |
| TOTAL 5 | | | | | | | | | | | \$23,594.94 | \$.00 | \$.00 |

Transportation Offices

Vendor Management

Evaluate and monitor service providers performance

- Track and measure carrier performance
- 3080 Carrier Evaluations
- Equitable Distribution
- Claims Settlement Record

Other Tools

- Excess Cost Tabulation
- Electronic Tracking Systems
- Document Scanning
- Ad HOC reporting
- Value Added Links

Other Tools

Excess Cost Tabulation

Excess cost tabulation

1. Actual weight: minus (-) weight entitlement of = lbs. minus (-) pro gear =

2. Sum of #1 above divided (/) actual weight = % over entitlement.

3. % (from #2 above) multiplied (x) by total cost \$ - valuation \$ = \$ amount owed by customer.

Total excess cost to be paid by employee: \$

[Reset Form](#)

Formula for determining excess costs for employee who exceeds the authorized weight entitlement.

1. Note the actual or estimated weight of the shipment. From that weight, subtract the employee's weight entitlement.
2. Divide the sum, by the actual or estimated weight. The amount is the percentage of the entire shipment that the customer is over his/her weight entitlement.
3. Take the percentage amount and multiply by the total charges (minus valuation charges, if any) for the shipment - this will be the amount that is owed to the government by the customer.

Other Tools

E-TRAC

The screenshot shows a web browser window with the E-TRAC application. The browser's address bar and toolbar are visible at the top. The application's main menu is displayed, including a link to 'Main_Menu' and the title 'E - T R A C'. Below the title, the user information 'Transferee: BAHR, DEAN' and 'Order Number: 2471741' is shown. A row of navigation buttons includes 'Go Back', 'Gen Info', 'Mgmt', 'Claim', 'Billing', and '3080'. The central part of the screen features a table with two columns: 'Date' and 'Action'. The table contains six rows of log entries, detailing the timeline of service for Mr./Ms. Dean Bahr, from initial contact on 12/08/04 to a final check-in on 12/27/04.

Main_Menu

E - T R A C

Transferee: BAHR, DEAN
Order Number: 2471741

Go Back **Gen Info** **Mgmt** **Claim** **Billing** **3080**

| Date | Action |
|----------|---|
| 12/08/04 | We received the order for service for Mr./Ms. Dean Bahr on 12/08/04. Move Management Specialist Carmen Seminario has contacted Mr./Ms. Dean Bahr and performed the entitlements counseling, discussed tentative pack and load dates, employee rights and responsibilities, and any special needs. |
| 12/08/04 | We received the order for service for Mr./Ms. Dean Bahr on 12/08/04. Move Management Specialist Carmen Seminario has contacted Mr./Ms. Dean Bahr and performed the entitlements counseling, discussed tentative pack and load dates, employee rights and responsibilities, and any special needs. |
| 12/08/04 | We received the order for service for Mr./Ms. Dean Bahr on 12/08/04. Move Management Specialist Carmen Seminario has contacted Mr./Ms. Dean Bahr and performed the entitlements counseling, discussed tentative pack and load dates, employee rights and responsibilities, and any special needs. |
| 12/08/04 | We have received the order for service for Mr./Mrs. Bahr. A phone/e-mail message was left for Mr./Ms. Bahr by Carmen Seminario, Move Management Specialist, on 12/08/04. We will make a second attempt to reach Mr./Mrs. Bahr within 48 hours. |
| 12/16/04 | The visual survey for Mr./Ms. Dean Bahr has been scheduled for 12/16/04. All pertinent information will be forwarded to your office based on the results, and any required special services will be submitted for your authorization. |
| 12/27/04 | Mr./Ms. Dean Bahr was contacted on 12/27/04 by Melissa Stuckey, Move Management Specialist, to check on the status of packing day. See shipment remarks for any updates. |

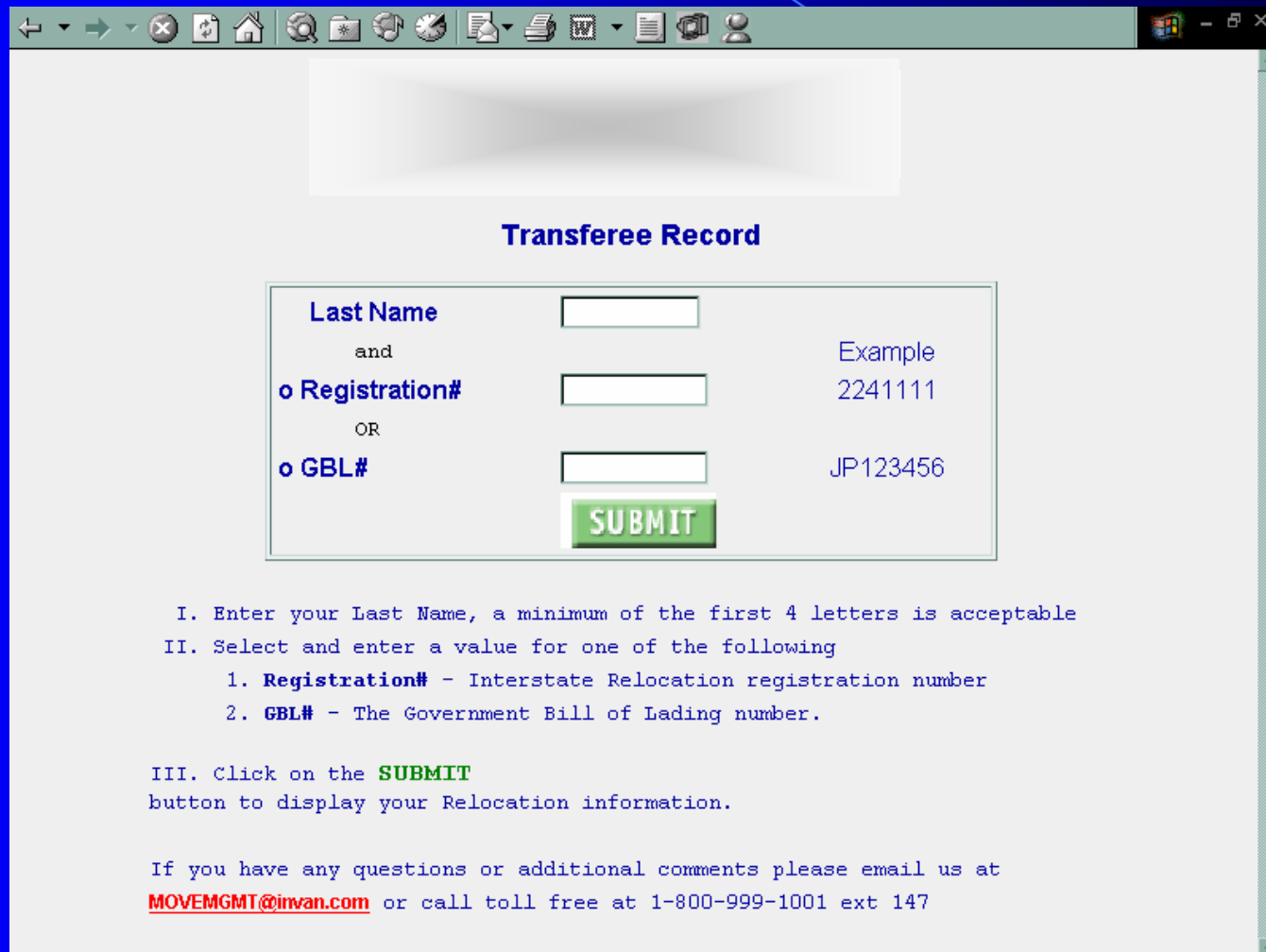
Transferees

Web based systems enable the relocating employee...

- Shipment tracking
- New community orientation
- Entitlements
- Moving Tips
- Communicate with service provider

Transferees

Shipment Tracking



Transferee Record

| | | |
|------------------------|----------------------|----------|
| Last Name | <input type="text"/> | |
| and | | Example |
| o Registration# | <input type="text"/> | 2241111 |
| OR | | |
| o GBL# | <input type="text"/> | JP123456 |
| SUBMIT | | |

I. Enter your Last Name, a minimum of the first 4 letters is acceptable

II. Select and enter a value for one of the following


1. **Registration#** - Interstate Relocation registration number
2. **GBL#** - The Government Bill of Lading number.

III. Click on the **SUBMIT** button to display your Relocation information.

If you have any questions or additional comments please email us at MOVEMGMT@irvan.com or call toll free at 1-800-999-1001 ext 147

Transferees

New Community Orientation



The screenshot shows a web browser window with a standard toolbar at the top. The page layout includes a left sidebar with navigation links and a main content area with various service tiles.

Individual Transferee Login

Contact Us

Home

ISO CERTIFIED

Explore all aspects of your new community, from weather to schools to entertainment, with the helpful links below.

Schools

Research area schools.

Real Estate

Real estate assistance.

Local Information

Find out about your new community.

Fun & Diversions

Discover your city's restaurants, activities, shopping and sporting events.

Mortgage Assistance


Mortgage assistance.

Temporary Housing/Rental Assistance

Corporate housing and serviced apartments.

Travel

Make travel arrangements for your move.

Address Update

Change your address with the U Postal Service.

Transferees


Entitlements

[Agency/ Corporate Client Login](#)

[Individual Transferee Login](#)

[Contact Us](#)

[Home](#)



Entitlements

Your move guarantees you certain entitlements. For more specific information, consult your personal Move Manager or read up on Federal Travel Regulations, GSA's Rights and Responsibilities and the Household Goods Tender of Service (HTOS).

Pre-move survey — The moving company must perform an on-site, pre-move survey of the property to be moved to determine the approximate net weight, packing material and container requirements, and schedule dates for packing, pick-up and delivery of your shipment.



Weight estimate — There are limits on the weight of your shipment as determined by your agency. After surveying your property, the moving company will give you an estimate of what the weight of your household goods will be to help you determine if you need to prepare for additional expense for a weight overage or to eliminate articles from your shipment.

Packing at origin residence — The moving company will have personnel on hand to pack all articles that require packing for transportation. Depending on the size of your shipment, it may take one or more days to pack.

The use of packing containers — The moving company is required to exercise care in packing to prevent loss or damage to personal property. It should produce packages that will withstand normal movement without damage to container content. It also must ensure that all containers and materials are clean and of good quality.

Materials, including protective pads, from origin to destination — The moving company shall furnish the padding necessary for the protection of goods to be transported. Articles that have surfaces that might be damaged by scratching, marring, spoiling or chafing will be wrapped in furniture pads, covers or other acceptable wrapping material at the time of loading at your residence.

Loading — The moving company will have personnel on hand to load your packed goods onto the moving van that will transport your property. You should be provided with an inventory form that identifies all items being loaded on the moving van.



Service Partners

- Internet based systems streamline the relationship between Transportation offices, move management companies and service partners.
- New technologies expedite communication and provide real-time data from the service partners perspective.

Service Partners

- Builds synergy between transportation management and service partners
- Shipment updates
- S.I.T. Authorizations
- Origin and Destination Accessorials
- Management Reports

Service Partners

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**Move Management System for
MOVE MANAGEMENT**

Main Menu for (HHG, POV & UAB)

| Request Authorizations/Update Shipment Info | | | Show Shipments | | | | |
|---|------|---------------|---|------|----------------------|------------|----------|
| Find by | CRF# | Starting with | Group Agents | Sort | Query Criteria | Date start | Date end |
| Date Start/End | | | Yes | Name | Order Date | | |
| Shipment Updates S.I.T. Authorization Origin Accessorials Destination Accessorials HELP | | | HELP mmddyy mmddyy <input type="button" value="GO"/> | | | | |
| Find Shipments | | | Reports | | | | |
| Find Orders by | NAME | Starting with | Date Start/End | | HELP | | |
| Date Start/End | | | mmddyy mmddyy | | | | |
| <input type="button" value="GO"/> HELP | | | <p>Active <input checked="" type="radio"/> or All <input type="radio"/></p> <ul style="list-style-type: none">Shipment SummaryBilling SummaryClaim SummaryStorage Summary <hr/> <ul style="list-style-type: none">Carrier DistributionUser Hits | | | | |

If you have any questions or comments, please contact us at 1-800-999-1001 ext 145
or via email at GSAMGT@invan.com

Summary

Technologies Impact on Customer Service

- Simplifies T.O.'s process
- Micro & Macro Data Access
- Synergies with working group
- Employee Access to shipment Information